

7 COMPLAINTS

Most organisations encourage people to comment on the service or services they provide. You may be pleased with a service or have a suggestion to make and many organisations see these comments as a way of feeding back to staff who have done well or making improvements to their service. When people are dissatisfied with a service they are often reluctant to complain, fearing that the fact that they have complained will affect the service they receive in the future; this should NOT happen. Complaining can result in an apology, explanation or other action and may change or improve the service for the future. The process of complaining can sometimes be difficult, but there are people who can help.



Each service or organisation will have its own complaints procedure. For details contact the organisation direct and ask for a copy of their complaints procedure and put your complaint in writing as soon as possible and keep a copy of the letter for future reference. CSS, Worthing & District can support you in making a complaint if you should need to.

ICAS (INDEPENDENT COMPLAINTS ADVOCACY SERVICE)

This is an independent complaints advocacy service providing support to people if they have a complaint about their National Health Service treatment or service. Home visits to discuss complaints can be made if necessary.

NATIONAL HEALTH SERVICE West Sussex PCT Complaints 01903 707478

Wherever possible, you should tell someone close to the cause of your problem about your complaint - a doctor, nurse, receptionist, or practice manager, for example. In many cases, it should be possible to sort out the problem straight away.

If you don't want to talk to someone who has been involved with your care, you can write to or telephone a complaints manager. All NHS trusts and primary care trusts (PCTs) have a complaints manager who can advise you. GPs, dentists, opticians and pharmacies should also have someone who oversees their complaints procedure. If you are not sure who to contact, get in touch with the local PCT (Primary Health Care Trust).

You can ask the PALS (Patient Advice Liaison Service) office at the hospital trust or PCT for information and help on using their complaints procedure. Alternatively, you can telephone NHS Direct on 0845 4647 for information on how to complain.

PALS (Patient Advice Liaison Service)

PALS Managers have been appointed to help guide patients and their families through the range of NHS services, and to help sort out any issues or concerns you may have about health care. A full entry for PALS is in section 11 'Health Services'.

WEST SUSSEX COUNTY COUNCIL (SOCIAL CARE)

01243 777100

Contact County Hall at The Grange, Tower Street, Chichester PO19 1QT, tel: 01243 777100. They will advise on who your complaint or comment should be directed to.